

FREQUENTLY ASKED QUESTIONS (FAQ)

PERSONAL SPACE ?

PERSO SPACE ?

You must fill in all fields in order to create your personal space.

The e-mail address you specified will be used for any communication and **will be your identifier** in order to connect to the application.

Other informations will enable our services to identify you unambiguously, in case you forget your password for instance.

PASSWORD / USER ID LOST ?

HOW CAN I REMIND MY PASSWORD ?

It is not possible to get back your initial password. Nevertheless, you can select a new one if you answer correctly to all questions by clicking on [« Lost password »](#) on the homepage [« Registered users »](#).

If this process doesn't work, please send an e-mail, specifying your first and last names to the following address : scolarite.aides-exception@grenoble-inp.fr

I LOST MY IDENTIFIER : HOW CAN I LOG IN ?

Your identifier is your e-mail address : the one you specified upon your registration. If you don't remind it, please click on [« Lost identifier »](#) and fill in the required fields « LAST NAME – First name and date of birth ».

TRANSLATION OF DOCUMENTS ?

IS THE SWORN TRANSLATION COMPLUSORY ?

The sworn translation of the documents to be uploaded, but on the other hand it is **COMPULSORY** to upload a copy of the original version **AND** the translated version not necessarily sworn.

I'M NOT ABLE TO GATHER ALL THE SUPPORTING DOCUMENTS WITHIN THE AGREED PERIOD

CAN I DEPOSIT, VALIDATE AND SUBMIT MY APPLICATION FILE ?

YES, if you need more time to gather all the supporting documents, you can apply for an exemption of differentiated fees.

YOU MUST ENTER as many information as you can before VALIDATING AND SUBMITTING your application file.

Awaiting for supplying the official documents, you CAN SUPPLY a sworn statement specifying the type of resources each member of the family benefits from, including you, if the amounts have been given to you.

HOW CAN I FORWARD THE SUPPORTING DOCUMENTS AFTER THE CLOSING OF THE CAMPAIGN

After the closing of the campaign, the official supporting documents which wouldn't have been uploaded SHALL COMPULSORILY BE SENT, WITHOUT DELAY, to the following address : scolarite.aides-exception@grenoble-inp.fr

CAUTION : for all e-mail exchanges, it is compulsory to specify your last and first name plus your file number. You'll find this file number in your personal space :

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WHEN WILL MY APPLICATION FILE BE EXAMINED ?

Les dossiers soumis après la date limite seront étudiés en septembre.

The application files submitted after the deadline (*because of a need of more time to set up and complete the file...*) will be examined by a next meeting of the committee (from September 2020).

I'M NOT ABLE TO GATHER ALL THE SUPPORTING DOCUMENTS

WHAT IF I'M NOT ABLE TO SUPPLY THE FAMILY RECORD BOOK ?

You must supply a hand-written sworn statement specifying the name and birth date of the brother-s and / or sister-s who are living off your parents during the academic year 2020/2021.

WHAT IF MY PARENTS OR MY LEGAL REPRESENTATIVE HAVE NONE OTHER RESOURCES THAN THE ONES WHICH RESULT FROM AN UNDECLARED ACTIVITY ?

Your parents must supply a sworn statement specifying their activity and the yearly resources collected in 2019, or 2020 in a case of a change of situation. You can write this document on behalf of your parents and collect their hand-written signatures.

WHAT IF MY PARENTS OR MY LEGAL REPRESENTATIVE ARE NOT ABLE TO SUPPLY A CERTIFICATE FROM THEIR EMPLOYER ?

In this case, you can exceptionally upload a double-sided copy of the last payslip received in 2019.

This document must CLEARLY and UNAMBIGUOUSLY show the identification of the employer and the employee plus the yearly amount collected and taxable in 2019.

I DON'T FIND THE ANSWER TO MY QUESTION

If you don't find the answer to your question, please send an e-mail to the address below, specifying your first and last names along with your situation.

scolarite.aides-exception@grenoble-inp.fr